

opsdog

WORKFLOW

CUSTOMER SERVICE

Customer Order Correction

BPMN 2.0 FORMAT

The OpsDog General Line Hierarchy

- Customer Service
 - Sales
 - Call Centers
 - Product Development
 - Collections
- Customer Contact Center
- Account Management
- Order Handling & Processing
- Incident Management**
 - Customer Order Correction**
- Customer Retention
- Post Sales Services

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Customer Order Correction: Workflow

- Claims Processing
- Claims Resolution

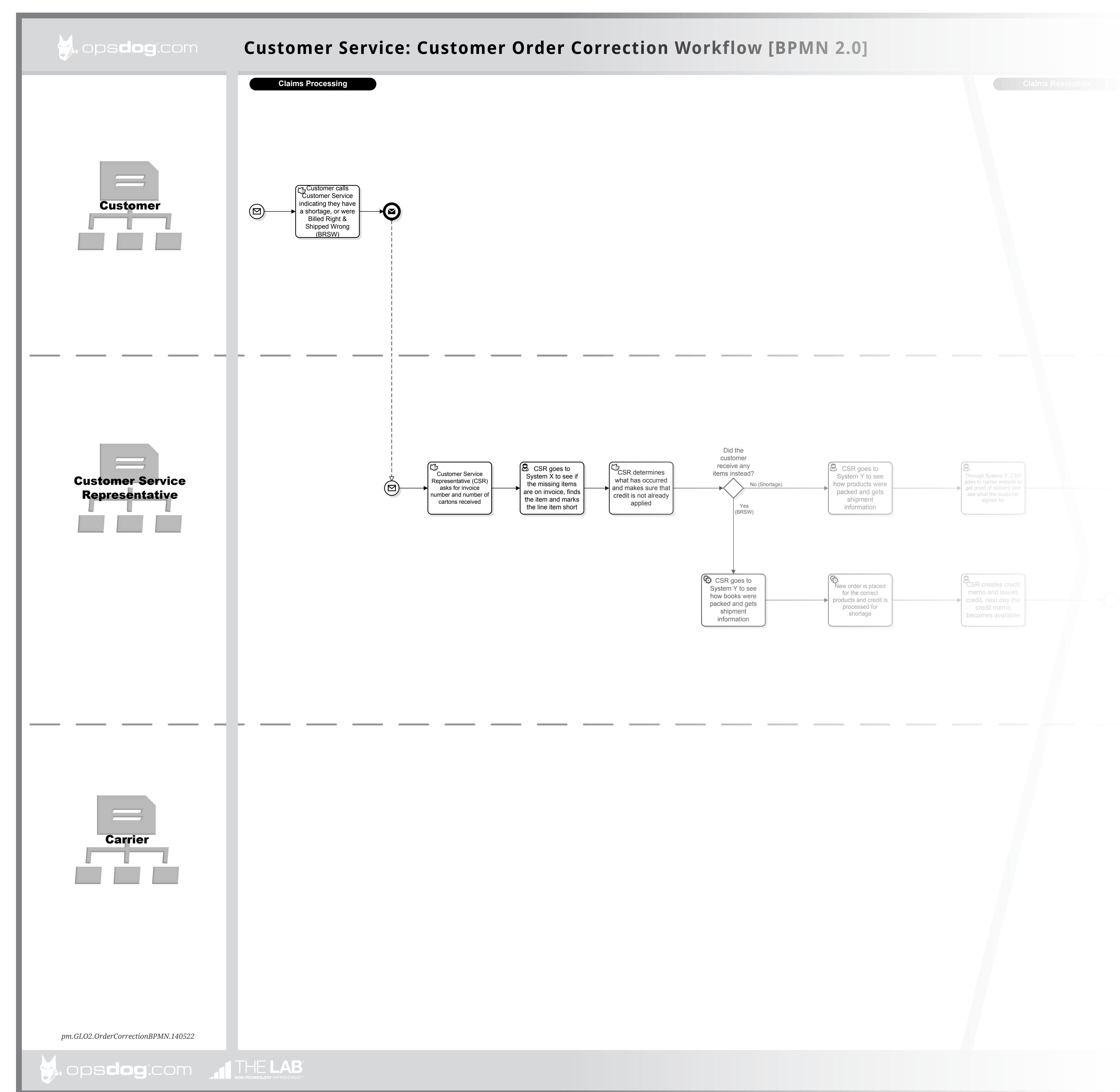
Workflow Description

The processing and research required to determine if a missing or incorrect order was the fault of the client and/or the shipping company.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



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